

CALNET II RFP DGS-2053

Question and Answer Set #24

April 5, 2006

145. In Module 2, Section 6.2.19.2, Fraud Detection and Monitoring Services, DTS lists "Long Call Duration Calls" as something that CALNET II Customers will not be responsible for the costs of these calls. Would DTS please specifically define the number of minutes in a "Long Call Duration Call" and what action DTS requires if a call exceeds this duration, and any other parameters used by DTS to measure contractor performance?

The State will not set an across-the-board length for this type of call. This determination should be based on "industry statistics" for call type, and/or determined by Customer specific requirements. Should industry statistics or definition not meet Customer specific needs, the State expects the Contractor to work together with the Customer to define the number of minutes for these types of calls; once identified, the State expects Contractor to implement appropriate monitoring and detection activities.

The State recognizes that it may be possible to set a duration for a "Long Call Duration Call" or "Numerous inbound Toll Free Calls, etc., that would apply to a group of Customers whose telephone business requirements are similar. Provided those Customers agree to the duration period, the State has no objection.

Additional background to further answer this question follows.

In Section 6.2.19.2, Fraud Monitoring and Detection Services (Title revised in Addendum 24), the State defined fraud, for contract purposes, as "the theft of services or deliberate misuse of voice or data networks by perpetrators whose intention is to avoid or reduce charges that would have been legitimately applied to them."

The State provided examples of fraud it considered applicable to specific module services. The State also identified its expectations for fraud monitoring services to be consistent with industry "best practices" and required the Bidder to provide its definition of fraudulent activities associated with services.

The RFP also requires the Contractor to work with DTS and Customers to define the parameters for fraud detection. The definition and identification or potentially fraudulent activity may be predicated on several factors, some of which include:

- Industry Best Practice**
- Customer specific parameters**
- Technology used to provide services**

For example, if the average voice call length for a particular Customer is 4 minutes; then Contractor might propose a Customer specific parameter that any call durations exceeding 30 minutes be flagged for review.

Similarly, Contractor might propose that long distance calls that exceed 20 minutes and placed after 6:00pm and before 7:00am or on holidays may be another indicator of fraudulent activity, and also should be flagged. Short calls to voice mail or international calls that exceed 10 minutes might also be proposed for flagging by Contractor.

The objective of the State is for the Bidder to provide a Fraud Monitoring Service that offers detection algorithms, Customer notification, and awareness and education programs to reduce fraudulent activity that is consistent with industry standards and flexible enough to accommodate Customer specific requirements.

Should the Bidder believe a State Requirement is not consistent with industry practices or does not apply to a specific Module, it is encouraged to inform the State, along with justification, during confidential discussion of draft proposals. The State will reconsider its Requirements.

146. Reference Section 6.2.19.2, Fraud Detection and Monitoring Services, would DTS please specifically define how many calls equal "Numerous inbound Toll Free Calls", the duration of these calls, if all the calls have to originate from the same location, and any other parameters used by DTS to measure contractor performance.

See response to question 145.

147. Reference Section 6.2.19.2, Fraud Detection and Monitoring Services, would DTS please specifically define the specific number of seconds in an "Excessive Short Inbound Call Duration Call", the volume of calls at this specified duration, if all the calls have to originate from the same location, and any other parameters used by DTS to measure contractor performance.

See response to question 145.

148. In Module 2, Section 6.2.19.2, Fraud Detection and Monitoring Services, could the State please provide the definition of an "Unauthorized Toll Free Inbound and Outbound call"? We are not aware of any industry definition.

The State cannot provide the parameters that would define an "Unauthorized Toll Free Inbound and Outbound call" because that determination is Customer specific. The State expects the Contractor to work together with the Customer to identify the parameters that would define an "Unauthorized Toll Free Inbound

and Outbound call"; once identified, the State expects Contractor to implement appropriate monitoring and detection activities.

149. The Section 7 Cost Tables (Spreadsheets) do not permit rows to be added. As an example, Section 6.2.11 does not allow more than 2 Foreign Language Operators to be identified. The same issue exists for other feature section of other spreadsheet. We do not understand how to best list all the features and the associated costs, without adding rows. Your insight on this issue would be most appreciated.

Section 7 M-O and D pricing spreadsheets are not to be modified in any way. If a bidder wishes to submit unsolicited features they may re-create the Section 7 spreadsheet. Bidders are encouraged to maintain the format of the current Section 7 spreadsheet, but may modify the spreadsheet to meet specific needs.

150. Reference Section 6.1.14.1, Subsection 6: Does the State mean from the new ATO that is to be used for CALNET II or from the old ATO of CALNET?

This process is for existing local government Customers that ordered services on the CALNET I Contract using the old ATO of CALNET I.

151. Reference Section 6.1.14.1, Subsection 7: Does the State mean to create processes etc. with the incumbent Contractor of CALNET or with whatever other service the end user has?

The State's objective is that the incumbent Contractor, as part of its CALNET I (CNT-001) Contract termination responsibilities, will identify processes for "migration to a replacement service", that is, migration of existing CALNET I services to the CALNET II Contract(s).

152. Reference Section 6.1.14.1, Subsection 9: What does the State mean by: "Transition is not deemed complete until customer-billing accounts for disconnected services have been paid in full"? Why would a delay by an old incumbent Contractor in finalizing the disconnected services impact the completion of the transition plan of the new CALNET II contractor?

The intent of this requirement is that the incumbent Contractor will not be relieved of service responsibilities until account billing for services has been reconciled and the account is closed out. It is not intended to impact completion of the transition plan of the new CALNET II Contractor.

153. Reference Section 6.1.14.1, Subsection 20: Please define "other plan content".

This item is out of sequence. It is intended to provide the Bidder an opportunity to provide additional information in their Transition-In Plan. Its sequence placement will be corrected in Addendum 27.

154. Reference Section 6.1.14.1, Subsection 22: Is the service inventory database the same database that is required for the reporting section or a separate database?

The service inventory database is the same database that is required for the reporting section, and shall be established as a requirement of the Transition-In of Startup and continue to be updated throughout the Contract term.

155. Reference Section 6.3.14.2.3, Page 141, the expression reads: "Scheduled uptime is based on 7x24x number of days in the month." Shouldn't this read: Scheduled uptime is based on 24x number of days in the month.", with the 7 removed?

The uptime measurement was corrected in Addendum 24.

156. In Appendix B-1, Page 67, Attachment 6 of the Model contract Language has a reference to "Business Partners". What does the State mean by Business Partners? How does it differ from "subcontractor"?

The use of "Business Partners" was intended as a generic term to include any business relationship, wherein an Affiliate of the Bidder is identified and authorized to invoice services under the Contract.

157. In Addendum #20 the State removed the requirement for wireless channel latency of the BFWA in Section 6.4. Can the State please clarify that the associated SLA, "Roundtrip Transmission Delay", is being removed as well?

This was addressed in addendum 24. Bidder is to identify this metric in their proposal.

158. Reference Section 6.4, Can the State please confirm that the SLA requirements identified in Module 4 only pertain to the urban areas identified in RFP Section 6.4 as (M-O), and are not required for those identified as (D)?

This was addressed in Addendum 24. Please refer to SLA introduction.